



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA						
Application Number:	10/799712 						
Confirmation Number:	8969						
First Named Applicant:	Lizhi MA et al.						
Attorney Docket Number:	47004.000280						
Search string:	(5414754 or 5452350 or 5530744 or 6052460 or 6064973 or 6215783 or 4694397 or 4722054 or 4745468 or 4774664 or 4797911 or 4914587 or 4926255 or 4932046 or 5121945 or 5179584 or 5259023 or 5383113 or 5555299 or 5559855 or 5561707 or 5594791 or 5615341 or 5684863 or 5715450 or 5742775 or 5745706 or 5758126 or 5765142 or 5793846 or 5815551 or 5832447 or 5835087 or 5923745 or 5953406 or 6016344 or 6098052 or 6100891 or 6101486 or 6212178 or 6230287 or 6233332 or 6304653 or 4649563 or 4694483 or 4792968 or 20020016769 or 20020023055 or 20020059141 or 20010047489).pn.						
US Patent Documents							
Note: Applicant is not required to submit a paper copy of cited US Patent Documents							
init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/K.N/	1	5414754	1995-05-09	Pugh			
	2	5452350	1995-09-19	Reynolds			
	3	5530744	1996-06-25	Charalambous			
	4	6052460	2000-04-18	Fisher			
	5	6064973	2000-05-16	Smith			
	6	6215783	2001-04-10	Neyman			
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▼	9	4745468	1988-05-17	Von Kohorn			

/K.N/	10	4774664	1988-09-27	Campbell et al.
	11	4797911	1989-01-10	Szlam et al.
	12	4914587	1990-04-03	Clouse
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	16	5179584	1993-01-12	Tsumura
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	19	5555299	1996-09-10	Maloney et al.
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	21	5561707	1996-10-01	Katz
	22	5594791	1997-01-14	Szlam et al.
	23	5615341	1997-03-25	Agrawal et al.
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	26	5742775	1998-04-21	King
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Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/K.N/	1	20020016769	2002-02-07	Barbara et al.			
	2	20020023055	2002-02-21	Antognini			
	3	20020059141	2002-05-16	Davies et al.			
▼	4	20010047489	2001-11-29	Ito et al.			

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



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Application Number:	10/799712 				
Confirmation Number:	8969				
First Named Applicant:	Lizhi MA et al.				
Attorney Docket Number:	47004.000280				
Search string:	(4845739 or 4930150 or 4939773 or 4975945 or 4987590 or 5014298 or 5073929 or 5091933 or 5128984 or 5164981 or 5181238 or 5185787 or 5206903 or 5212789 or 5224153 or 5231571 or 5251252 or 5255309 or 5278898 or 5297197 or 5309505 or 5309513 or 5351285 or 5359645 or 5396542 or 5436965 or 5442688 or 5444774 or 5450479 or 5465290 or 5467391 or 5495284 or 5511112 or 5515428 or 5517566 or 5519772 or 5546452 or 5561711 or 5608785 or 5608789 or 5675607 or 5742675 or 5757904 or 5761288 or 5784452 or 5787154 or 5825856 or 5825870 or 5828734 or 5848143).pn.				
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Note: Applicant is not required to submit a paper copy of cited US Patent Documents					
init	Cite.No.	Patent No.	Date	Patentee	Kind
/K.N/	1	4845739	1989-07-04	Katz	
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	19	5278898	1994-01-11	Cambray et al.
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✓	50	5848143	1998-12-08	Andrews et al.

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007



Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Application Number	10/799,712
Filing Date	March 15, 2004
First Named Inventor	Lizhi MA et al.
Art Unit	Unassigned
Examiner Name	Unassigned

Sheet 1 of 2 Attorney Docket Number 47004.000280

NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
/K.N./	1.	Intelligent CallRouter, Delivering the Right Information to the Right Resource For Every Customer Interaction, 1 page		
/K.N./	2.	Computer Telephony Solutions, The Customer Interaction Specialists, printed 5/25/99, 1 page		
/K.N./	3.	VocalTec Ltd., VocalTec Telephony Gateway, Product Brochure, 8 pages, 1993-1996		
/K.N./	4.	Telephony, printed 5/25/99, 1 page		
/K.N./	5.	VocalTec Ltd., Telephony Gateway, Product Overview, VocalTec's Telephony Gateway Product Component Description and Functional Specifications, 9 pages, 1993-1996		
/K.N./	6.	Computer Telephony Solutions - Telemarketing, The Customer Interaction Specialists, Telemarketing & Customer Support Outsourcing, printed 5/25/99, 2 pages		
/K.N./	7.	Computer Telephony Solutions - Internet Telephony, The Customer Interaction Specialists, Internet Telephony, printed 5/25/99, 1 page		
/K.N./	8.	KELLY MAHONEY, Customer base management: Leverage telemarketing and call center environment, Direct Marketing, Vol. 95, No. 6, pp. 20, 67, Oct. 1996 (Abstract - 3 pages)		
/K.N./	9.	CSU/DSU (Channel Service Unit/Data Service Unit), pp. 208-210		
/K.N./	10.	Computer Telephony Solutions - Computer Telephony, The Customer Interaction Specialists, Computer Telephony Systems, printed 5/25/99, 3 pages		
/K.N./	11.	Computer Telephony Solutions - Call/Web Centres, The Customer Interaction Specialist, Call and Web Centres, printed 5/25/99, 5 pages		

EXAMINER SIGNATURE	/Khai Nguyen/	DATE CONSIDERED	05/21/2007
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Application Number	10/799,712		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Filing Date	March 15, 2004		
				First Named Inventor	Lizhi MA et al.		
				Art Unit	Unassigned		
				Examiner Name	Unassigned		
Sheet	2	of	2	Attorney Docket Number	47004.000280		
NON-PATENT LITERATURE DOCUMENTS							
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published				TRANSLATION <input type="checkbox"/> YES <input type="checkbox"/> NO	
/K.N./	12.	"Innovative Call Center Solutions" sales brochure materials (undated) by Center Force Technologies distributed at Nov. 1999 conference (21) pages					
/K.N./	13.	Rule 132 Declaration by Inventor Djovana Shkreli dated Jan. 6, 2000, 2 pages					
/K.N./	14.	Rule 132 Declaration by Inventor Thorp Foster dated Jan. 10, 2000, 2 pages					
EXAMINER SIGNATURE <i>/Khai Nguyen/</i>			DATE CONSIDERED 05/21/2007				
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



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Application Number: 10/799712



Confirmation Number: 8969

First Named Applicant: Lizhi MA et al.

Attorney Docket Number: 47004.000280

Search string: (6175563 or 6301351 or 6311231 or 6327359
or 6330327 or 6038552 or 6301567 or 6513018
or 6597775 or 5878130 or 5898762 or 5917893
or 5974120 or 6049811 or 6134315 or
20020029154 or 20020049691).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
K.N.	1	6175563	2001-01-16	Miloslavsky			
	2	6301351	2001-10-09	King			
	3	6311231	2001-10-30	Bateman et al.			
	4	6327359	2001-12-04	Kang et al.			
	5	6330327	2001-12-11	Lee et al.			
	6	6038552	2000-03-14	Fleischl et al.			
	7	6301567	2001-10-09	Leong et al.			
	8	6513018	2003-01-28	Culhane			
	9	6597775	2003-07-22	Lawyer et al.			
	10	5878130	1999-03-02	Andrews et al.			
	11	5898762	1999-04-27	Katz			
	12	5917893	1999-06-29	Katz			
	13	5974120	1999-10-26	Katz			
▼	14	6049811	2000-04-11	Petruzzi et al.			
K.N.	15	6134315	2000-10-17	Galvin			

US Published Applications

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init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
K.N/	1	20020029154	2002-03-07	Majoor, Johannes W.F.			
K.N/	2	20020049691	2002-04-25	Majoor, Johannes W.F.			

Signature

Examiner Name	Date
/Khai Nguyen/	05/21/2007